

Adelphia Powerlink has provided terrible service. They say they are going to credit my account yet I do not receive full credits. My service for the last three months has run around a 45% packet loss. For the last week my connection is on and off hourly. The first 2 months they told me the problem was everything from my set up to a bad cable modem. Even after they sent a tech to my house they still tried to blame the issue on me. Every time I call they run me through the whole ringer/ IE: Shut down/ modem off ect. When they finally admitted there was a problem they cannot do better than say they are working on it. They have increased my rates 4 times in the last 2 yrs. They are the only provider here for cable. How long can they run a "service" and not live up to their end of the agreement yet continue to raise rates? They oversell areas that their equipment cannot handle. I've seen their commercials on TV. It is clearly false advertising. How long will this be allowed to go on for?